User Guide

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DWS Employment Counseling Training

1. OVERVIEW

The goals of this training are to enhance the professional skills of individual employment counselors and to create a standard for employment services throughout the Department of Workforce Services. This training will provide a foundation for future training, and is not program or funding stream specific.

Employment counselors, program specialists, social workers, and trainers from across the state have collaborated with instructional design experts to analyze the issues facing DWS service providers and develop this instruction. DWS Employment Counseling Training encompasses three topics: the helping relationship, career counseling, and case management. Implementing the principles and skills of this training will benefit employment counselors in a number of ways, including:

- Enhanced quality of customer service
- Increased skill levels
- Better use of time with customers
- Increased use of career counseling tools and skills
- Higher level of case management
- Meeting functional expectations of employment counseling

2. COURSE STRUCTURE

The learning activities and skill building exercises are grouped into 17 lessons and 5 thematic modules. Each module is a skills-based course consisting of pre- and post-tests, web-based instruction and on-line activities, and hands-on integration activities that staff will complete in their Employment Centers. The following outline lists the modules and lessons.

Module 1: Helping Relationships
    Lesson 1: Basics
    Lesson 2: Skills 1
    Lesson 3: Skills 2

Module 2: Basic Career Counseling
    Lesson 1: Career Counseling Concepts
    Lesson 2: Skills 1
    Lesson 3: Skills 2

Module 3: Advanced Career Counseling
    Lesson 1: Critical Thinking
    Lesson 2: Negotiating and Problem Solving
    Lesson 3: Handling Difficult Situations

Module 4: Basic Case Management
   Lesson 1: Case Management Concepts
   Lesson 2: Warnings and Barriers
   Lesson 3: Skills 1
   Lesson 4: Skills 2

Module 5: Advanced Case management
   Lesson 1: Critical Thinking
   Lesson 2: Negotiating
   Lesson 3: Problem Solving
   Lesson 4: Handling Difficult Situations

Each lesson requires 30-45 minutes of on-line activity, 30-60 minutes of off-line activity, and additional time for pre and post-tests.

TIP! Modules and lessons build on each other. You will be most successful if you complete the lessons in sequence the first time through. After the initial training, lessons may be repeated or used in a different order as needed to build specific skills and expertise. You are encouraged to review the lessons as often as you wish.

Here is an example of the module activities in a typical learning experience.

1. Begin by completing the module's on-line pre-test.
2. Start the on-line training by viewing the module introduction.
3. Select the first lesson and complete all on-line learning activities, including the lesson self-check questions at the end.
4. After completing the lesson, print a copy of the integration activity worksheet. Use the worksheet during the next few weeks to manage and record the results of the integration activities.
5. Proceed through the other lessons in the modules by first completing the on-line lesson materials followed by the integration activities for each lesson.
6. To complete the module, take the module post-test after completing the integration activities for the last lesson.

TIP! Take your time. When you are asked a question, pause and think about it. When you are asked to complete an activity spend some time on it, ask for help, or work with other counselors in your office. Your goal is to build skills, not to simply complete lessons.

3. ACCESS

All of the resources for the modules are available on the DWS Intranet. Use an Internet browser to navigate to the "training" section of the DWS Intranet or enter the following address:

http://train.dws.utah.gov/letterpress/dws_cc/index.html

The main page for "DWS Employment Counseling Training" has a menu for each of the five modules. Click the title of any module to see the list of activities, including:

- Take the Pre-Test – Launch a 20 question quiz
- Start the Training – View the module introduction and lessons
- Integration Activities – View or print the list of off-line activities
- Take the Post-Test – Launch a 20 question quiz

As you view each page in a lesson, you will typically hear audio that conveys the main idea for that page. Each page may also have animations, images, or text that summarizes the audio. You can repeat animations or listen to the audio again by clicking the "Replay" button. Buttons are available on each lesson page for navigation. They are summarized below.

Back – View the previous page.
Forward – View the next page.
Map – View the table of contents and jump to another page within the module
Replay – Replay the audio or animation on a page.
Help – View the user guide.
Bookmarks – Save or jump to a bookmark within the module.

TIP! The "Map" button is a handy way to navigate to a specific page within a lesson. Do you need to review a specific page, jump 10 pages, or move from lesson to lesson? If so, use the "Map" button.

TIP! If audio does not play completely or correctly, press the "Replay" button.

TIP! If you need to leave the training, click "Bookmark." The first time you use this feature you will be prompted for a username and password to identify yourself.

Links to module pre-tests, lesson self-check questions, and module post-tests open a new window. After you login to the testing software, the first question is shown. Follow the directions for answering each question. (Note: Click the "Feedback" button to check your answer for each lesson self-check question.) Click the "Next" button to see the next question. You should answer each question in order, but may also use the "Back" button or "Jump to" button to review module test questions before they are evaluated. Once each question is answered, click the "Stop" button to evaluate your responses and receive a score. Close the testing window to return to the lesson.

4. TERMS TO KNOW

Module – Training modules are skills-based units of instruction and activities that include a combination of web-based instructional lessons and hands-on integration activities. There are 5 modules in the "DWS Employment Counseling Training."

Lesson – These 30-45 minute on-line activities review the important concepts and skills of helping relationships, career counseling, and case management. There are 18 lessons in the "DWS Employment Counseling Training" organized into the 5 modules.

Integration activities – These hands-on activities are completed in the Employment Centers. They enhance retention and promote the transfer of the essential knowledge taught in the lessons. These activities include a mixture of technological and non-technological experience. Examples include self-evaluation, case study, job shadowing, self-reflection and assessment, note taking, and small group discussions. Activities are provided for both individual and group settings.

TIP! Be creative. If you have a great idea for a new skill building integration activity, share it with others in your Employment Center.

TIP! Skill building takes time. Don't wait to complete all of the integration activities for a module at one time. Complete the integration activities for each lesson after you complete the one-line instruction.

5. FREQUENTLY ASKED QUESTIONS

1. **What software does my computer need to use the training?**
   The software requirements for this site are:
   Acrobat Reader 3.0 (or higher)
   Macromedia Flash (6.0 or higher)
   Internet Explorer (6.0 or higher)

   Network congestion due to high Internet traffic may temporarily affect the playback of audio or animations. Press the "Replay" button if the audio does not play completely or correctly on a page.

2. **How can I review a test I have already taken?**
   To review a test:
   1. Begin at the training modules Main Menu page
   2. Click on Take the Pre-test or Take the Pre-test for any module (Chi Tester page will open.)
   3. Click HOME (Upper right)
   4. Click Review a Test You Have Taken.
   5. Enter your ID number

6. Verify name and ID number
7. Select the test you would like to review.

3. **How can I print a test score from a test I have already taken?**
    After completing the seven steps outline in question #2:
    1. Click STOP.
    2. Verify that you want to stop by clicking STOP again.
    3. Print the page (while holding the down the control key, push the letter P key one time.

Notes: